

Information on the activity of BC "Victoriabank" SA as a professional participant on the non-banking financial market, disclosed in accordance with the Regulation on the disclosure by the professional participants on the non-banking financial market of the information regarding the provided services, approved by the NCFM Decision no. 8/6 26.02.2010

1. The full name of the professional participant: **Commercial Bank „Victoriabank” SA**
2. The legal address: **MD-2004, mun. Chişinău, str. 31 august 1989, nr.141**
3. Number and date of state registration of the professional participant:
Number of state registration / IDNO - 1002600001338
Date of state registration - 14.06.2001
4. List of employees owning qualification certificates:

Name, Surname	Function held	Nr. of qualification certificate	Date of issue	Date of expiry
Pleşuvescu Bogdan	President of the Management Committee	SPVM 000424	15.06.2018	unlimited
Donica Vasile	Vice President of the Management Committee	SPVM 000422	15.06.2018	unlimited
Paraschiv Natalia	Director of the Treasury Department	SPVM 000041	25.06.2009	unlimited
Cravcesco Cristina	Senior economist, Capital markets and Investor Relations Division, Treasury Department	SPVM 000385	17.10.2014	unlimited
Ceclu Mihail	Senior economist, Capital markets and Investor Relations Division, Treasury Department	SPVM 000366	20.11.2013	unlimited
Popovici Corneliu	Director of the Legal Department	SPVM 000406	22.03.2016	unlimited
Brîncă Victoria	Deputy Director of the Legal Department	SPVM 000396	05.11.2015	unlimited
Cumatrenco Alexandru	Deputy Director of the Operations Department	SPVM 000397	05.11.2015	unlimited
Spinei Mihai	Senior dealer, Dealing (Interbank) division, Treasury Department	SPVM 000121	12.12.2009	unlimited
Cîrîmpei Igor	Head of Legal assistance division, Legal Department	SPVM 000395	05.11.2015	unlimited
Portărescu Lilia	Romania relations Manager, Business banking Department	SPVM 000398	05.11.2015	unlimited

5. Network and distribution channels of financial services and products of BC "Victoriabank" SA: **Intermediation services on the capital market are provided by the employees of the Capital markets and Investor Relations Division, Treasury Department, at the Bank's headquarters (of. 304).**
6. Number of intermediation agreements on the capital market concluded during the year of activity: **In 2018, the Bank concluded 86 intermediation agreements on the capital market.**
7. Information on units authorized to receive and resolve customer complaints: **According to the Procedure for examining and solving complaints regarding the provision of services and the conduct of investment activities by BC "VICTORIABANK" SA (approved by the Management Committee of the Bank, minutes nr.76 from 10.12.2018), the clients who are not satisfied with the quality of the services provided by the Bank in accordance with the Intermediation Agreement, either have objections/ suggestions regarding the received services, can register their requests in the Registry of complaints, held by Capital markets and Investor Relations Division of the Bank. Clients will be informed upon the decision taken by the Bank regarding their requests, after which, they can express their agreement or disagreement with the proposed solution, registering it in the Registry of complaints.**
8. Other information regarding the services on the capital market offered by BC "Victoriabank" SA, **can be obtained from the employees of Capital markets and Investor Relations Division, at the Bank's headquarters (office number 304), e-mail: valori.mobiliare@vb.md, phone nr.: (373 22) 57 63 50, (373 22) 57 63 53, (373 22) 57 63 54, fax. (373 22) 23 30 89.**

President of BC „Victoriabank” SA



Bogdan Pleşuvescu